

**Transforming Your Business Through Civility, Communication & Character**

What happens if we build a house without a foundation? Weakness, inability to weather storms, and ultimately, collapse. We get that same result when we try to develop leaders and foster teamwork without civility. **Civility** is an integral part of the foundation that creates the cornerstones that allow our businesses to develop top performers and thriving teams. In the United States, our businesses are losing hundreds of billions of dollars each year due to workplace incivility.

It's essential that our businesses, governmental agencies and organizations develop a secure foundation based on:

- Civility
- Communication
- Character
- Identity

Determine the Civility Quotient of and for your Culture

- Learn how leaders define and develop their teams
- Discover what leads to turnover in the office and its **real** cost
- Learn to define your consistency

**This month's facilitator: Diana Damron, Professional Speaker and Trainer**

**Facilitator:** As a former television news anchor and reporter, **Diana Damron** knows the importance of what she calls the 3 C's: Civility, Communication and Character and the impact they have on our culture and in our work environment. Her experience of interviewing and working behind the scenes with thousands of people gives her the unique perspective of watching the fallout of incivility. Diana is the contributing civility expert in this year's best-selling book, Leaders Start to Finish.

Monthly *Blueprint for Business Success* brown bag sessions features business professionals facilitating informative discussions. Attend to receive relevant information, opportunities to ask questions of the professionals, and network with peers.

**Who should attend?** Employers interested in growing and evolving more effective organizations. Why?

- Utilizing all available resources to operate and grow makes for smart business.
- Exchanging ideas, insights, and real-world solutions directly impacts your bottom line.
- Making better decisions quickly requires more and better information
- Engaging and energizing your staff helps make your business more successful.

**Date:** Wednesday, January 9, 2013  
**Time:** Noon – 1:00 pm  
**Location:** FVCC Arts & Technology Bldg, Room 139  
**Cost:** No cost!  
**RSVP:** Terri Haueter, 758-6279 or [thaueter@mt.gov](mailto:thaueter@mt.gov)